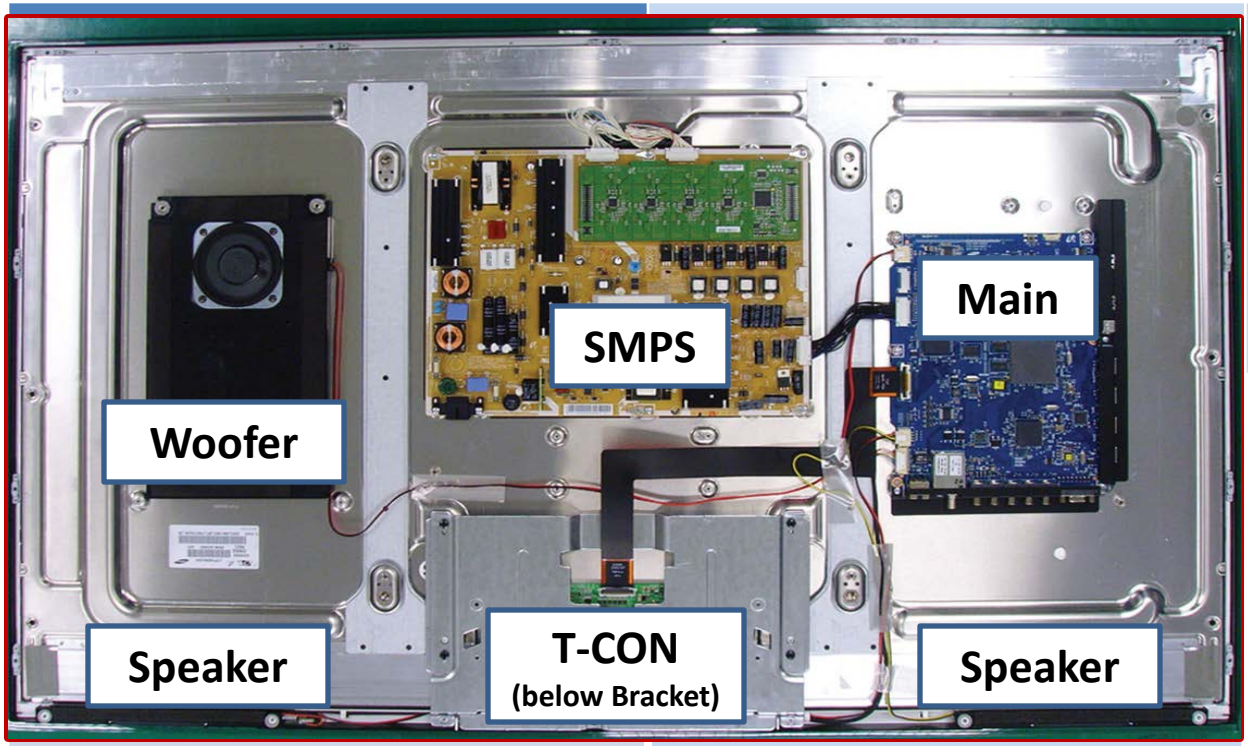
UN46C6900VFXZA Fast Track Troubleshooting Manual Rev –1/12/12



HELP : 1-888-751-4086 (Tech Support)
1-866-894-0637 (FE)

GSPN
http://gspn3.samsungcsportal.com

PLUS ONE
http://my.plus1solutions.net/clientPortals/samsung

HOT TIPS

Power On Problems: (see **page 2**)
Video Problems: (see **page 3.4**)
Other:
HDMI Bleed-over

FIRMWARE

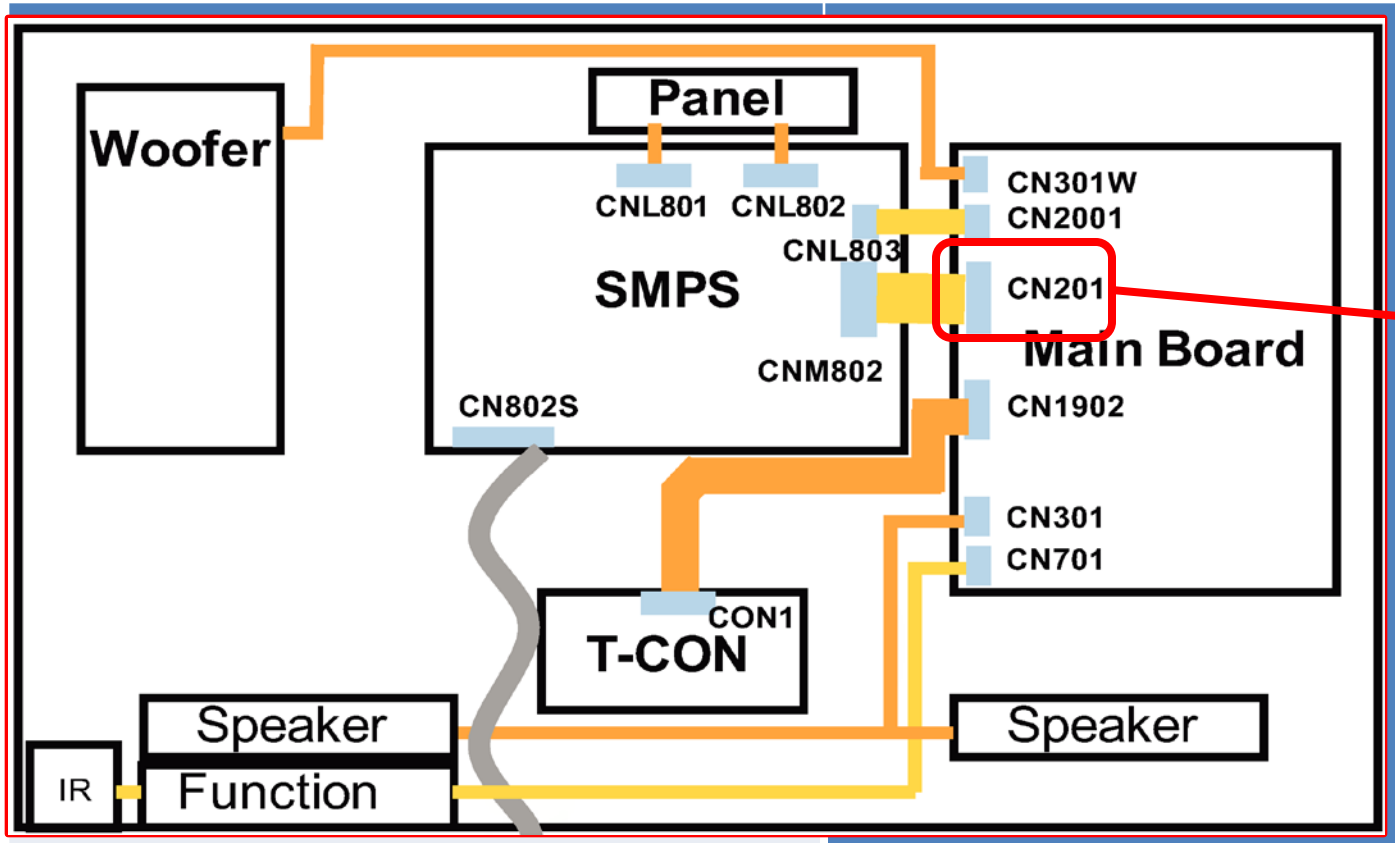
2/21/2011
(T-VALAUSC, 1035.0)
Reason: Support Netflix 2.1 and MLB.tv apps. Support new TV camera (Model: CY-STC1100). Add "3D Optimize" option on Menu for better 3D image.(Only LCD/LED TV)
Previous: 1032.0
Prevents :
-USB Power Overload' message pops up even USB port is not connected
-Plug & Play is displayed upon power up.
Please check Samsung.com for latest update!

SERVICE BULLETINS

If the unit continuously goes into Demo mode after setting it for Home use, verify front touch sensor operation. If any or all of the buttons do not respond, make sure 5v is present from the main board. If so, replace the touch sensor. The touch sensor in these models is difficult to access due to the plastic reinforcement along the bottom of the front cover, so the entire front cover may have to be replaced.

Please check GSPN for parts update!

Version	Parts No	Short Description
ALL	BN94-03566A	Main PCB
ALL	BN96-14056F	Function & IR PCB
ALL	BN07-00877A	Panel
ALL	BN81-04401A	T-CON PCB
ALL	BN44-00371A	SMPS
ALL	BN63-06543B	Back Bottom Cover
ALL	BN96-13131A	Stand Guide
ALL	BN96-13133A	Stand Base
ALL	BN96-13843A	Rear Cover
ALL	BN96-14602B	Front Cover
ALL	3903-000527	Power Cord
ALL	BN40-00162A	Tuner
ALL	BN96-12723W	LVDS Cable
ALL	BN96-12941D	Speaker Front
ALL	BN96-12965A	Speaker Rear



CN201	SIG.	PIN	SIG.
1	B12V	10	GND
2	A5V	11	GND
3	B12V	12	H_OUT
4	A5V	13	B13V
5	B5V	14	PWM Dimming
6	B5V	15	B13V
7	B5V	16	B5V
8	GND	17	B13V
9	GND	18	IP_DET

Power On Sequence:

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS_ON)
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

TROUBLESHOOTING VIDEO PROBLEMS

2011 LED 8000 Series

1. Verify Video Operation

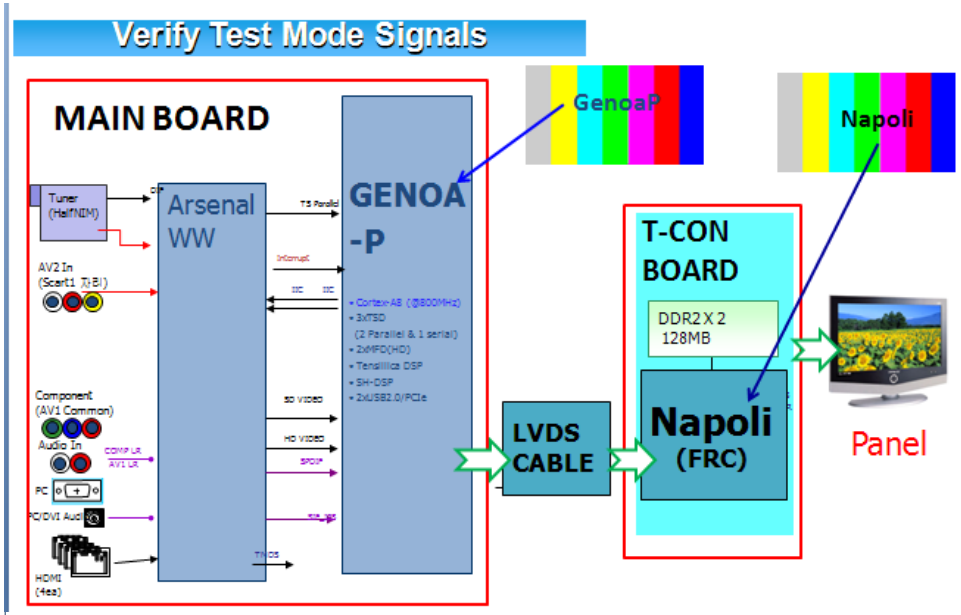
a. **Customer Picture Test** (models available)
b. **"Display"** (If display is OK source is suspected)
C. Substitute with known good Source
(**external DVD or Signal Generator**)

2. Using Test Patterns in Service Mode

- ENTER SERVICE MODE –

1. Select an active source signal. (HDMI preferred)
Test Pattern may rely on signal source to appear.

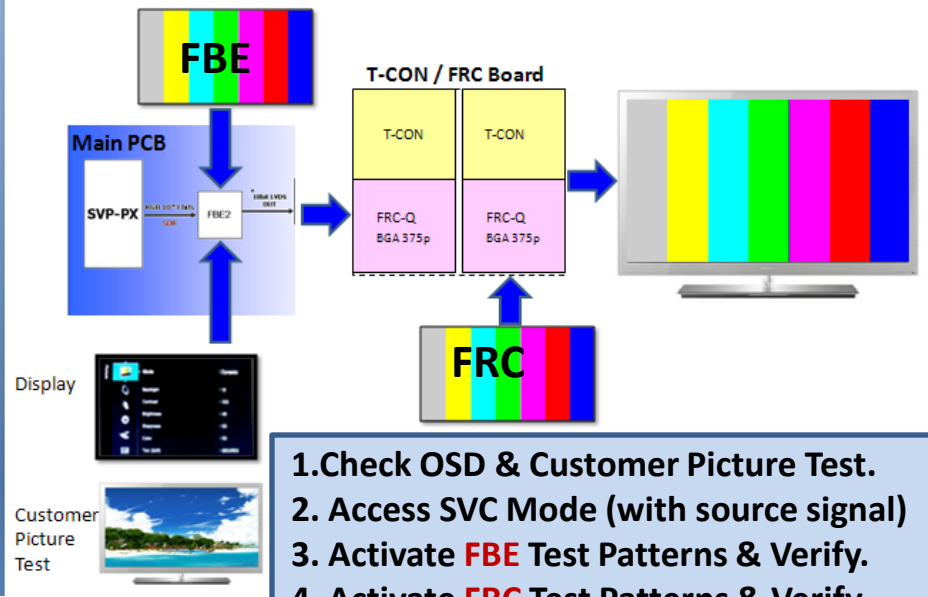
Customer Remote	Service Remote
2. Power off	2. Power On
3. Mute, 182, Power	3. Info, Factory



1. **Select an active source signal. (HDMI preferred)**
Test Pattern may rely on signal source to appear.
2. **Access Service Mode**
3. **Access SVC**
4. **Access Test Patterns**
5. **Access Genoa-P**
6. **Check Test Patterns**
7. **If OK suspect input Source**
8. **Access Napoli**
9. **Check Test Patterns**
10. **If OK and Genoa-P was not good**
Suspect Main Board or LVDS Cable

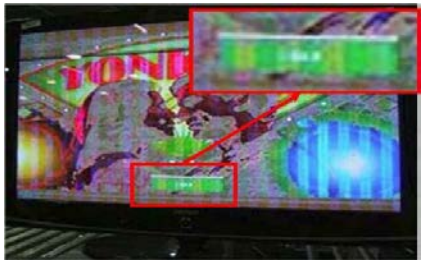
2010 Models

LCD Signal Path for Troubleshooting

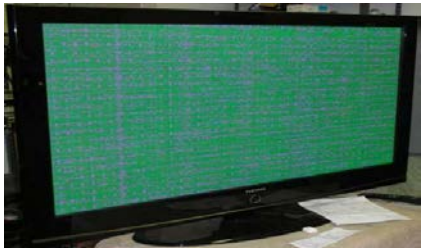


1.Check OSD & Customer Picture Test.
2. Access SVC Mode (with source signal)
3. Activate FBE Test Patterns & Verify.
4. Activate FRC Test Patterns & Verify.

ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors Defective Main Board, LVDS, or T-CON

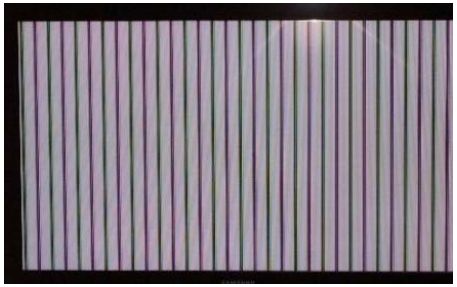


Green lines or a green screen defective main board , LVDS , or T-CON.

Original Image

Image on Screen

Pixelization can be caused by the main board but is more commonly a source error



Vertical or Horizontal Lines :Defective Panel likely but also T-CON, LVDS, or Main Board. Use Test Patterns in Factory Service Mode to determine error)

ALIGNMENTS:

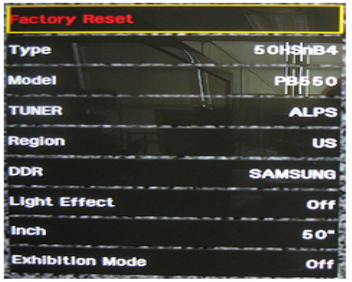
1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
   - If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

	Project	PB5G	PB5G	PB5G
	Model	B550	B550	B550
	Model Code	PN50B550T2FXZA	PN58B550T2FXZA	PN63B550T2FXZA
No.	ITEMS			
1	Factory Reset	-	-	-
2	Type	50FSpL4	58FNtK1	63FMeK1
3	Model	PB550	PB550	PB550
4	TUNER	ALPS	ALPS	ALPS
5	Region	US	US	US
6	DDR	SAMSUNG	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off	Off
8	Inch	50"	58"	63"
9	Exhibition Mode	Off	Off	Off

Option Bytes



2. Check/Perform Firmware Upgrade for all repairs.

3. Perform reset in Service Mode & Plug and Play if Main board is replaced.

SPECIAL NOTES:

Inform customer of reset of all Settings if Main Board or Panel is replaced.

Option											
Type	Model	Tuner	Region	DDR	Light Effect	Audio AMP	Ch Table	Country	Front Color	Local Set	Exhibition Mode
46A1UF0E	UC6900	SEMCO	-	-	OFF	-	-	USA	W-Violet	-	-